



Hospitality - Front Office (Reception)

Front Office (Reception) Levels

LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	APPRENTICESHIP	ADVANCED APPRENTICESHIP
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Overview

Front of house is one of the most important aspects of any service led industry. It involves meeting and greeting customers through to efficiently dealing with queries, questions and complaints. It is vital that staff are confident and well trained.

Who would benefit from this qualification?

This course is designed for front office staff working in a wide variety of business sectors, from hotels, hospitality reception in any workplace.

Course Content

Mandatory units:

- Deal with communications as part of the reception function
- Maintain a safe, hygienic and secure working environment
- Contribute to effective teamwork
- Give customers a positive impression of yourself and your organisation

Optional units (choose two):

- Deal with the arrival of customers
- Deal with bookings
- Prepare customer accounts and deal with departures
- Maintain and deal with payments

Optional units (choose two):

- Exchange foreign cash and travellers' cheques
- Prepare and print documents using a computer
- Record, store and supply information using a paper based filing
- Handle mail and book external services
- Resolve customer service problems
- Enter, retrieve and print data in a database
- Identify and provide tourism related information and advice

Entry Requirements:

There are no formal entry requirements for candidates undertaking this NVQ, however employers must ensure that candidates have the potential and opportunity to gain evidence for the qualification in the work place.

